



Australian Government

TLII2015 Operate the on-train buffet car

Release: 2

TLII2015 Operate the on-train buffet car

Modification History

Release 2. This is the second release of this unit of competency in the TLI Transport and Logistics Training Package:

- Minor statement changes in Assessment Conditions.

Release 1. This is the first release of this unit of competency in the TLI Transport and Logistics Training Package.

Application

This unit involves the skills and knowledge required to operate the on-train buffet car in accordance with regulatory and workplace requirements.

It includes preparing and providing takeaway food and beverages, maintaining and controlling stock, serving customers and carrying out required financial control procedures.

People achieving competence in this unit will need to fulfil the applicable state/territory legislated rail safety requirements and to comply with relevant codes of practice and/or guidelines.

Work is performed under some supervision, generally within a team environment.

Work involves the application of regulatory requirements and workplace procedures when operating an on-train buffet car, as part of workplace activities in the rail transport and allied industries.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Rail sector.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Prepare and provide takeaway food and beverages

1.1 Food and beverage items are prepared and presented to passengers in a form consistent with workplace procedures and manufacturer instructions

1.2 Hazards are identified, risks are assessed and control measures are implemented

1.3 Stock is checked for spoilage and expiry dates on a regular basis in accordance with workplace procedures

1.4 Out-of-date stock is disposed of in accordance with workplace procedures

2 Maintain and control stock

2.1 All stock is stored in accordance with workplace procedures and relevant health regulations

2.2 Stock is rotated on a regular basis in accordance with workplace procedures, and food regulations and guidelines

2.3 Food that does not meet health requirements is disposed of in accordance with workplace procedures and regulatory requirements

3 Serve customers

3.1 Customer requirements are ascertained using appropriate inquiries in a courteous manner

3.2 Correct product and pricing information is clearly displayed

3.3 Specials are promoted and sales opportunities are identified and optimised

4 Complete financial control procedures

4.1 Financial transactions are accurately carried out in accordance with regulatory requirements and workplace procedures

4.2 Financial reconciliation is carried out as required

4.3 Cash is securely handled and stored in accordance with workplace procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Unit Mapping Information

This unit replaces and is equivalent to TLII2015A Operate the on-train buffet car.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=df441c6e-213d-43e3-874c-0b3f7036d851>

Assessment Requirements for TLII2015 Operate the on-train buffet car

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include:

- applying relevant health and hygiene workplace procedures
- applying relevant workplace procedures when operating the on-train buffet car
- communicating and negotiating effectively with others when operating an on-train buffet car
- completing documentation related to operating an on-train buffet car
- identifying job hazards and taking required action to minimise, control or eliminate identified hazards
- implementing contingency plans
- interpreting and following operational instructions and prioritising work
- maintaining and controlling stock
- modifying activities depending on operational contingencies, risk situations and environments
- monitoring buffet equipment performance and taking appropriate action as required
- monitoring work activities in terms of planned schedule
- operating and adapting to differences in equipment in accordance with operating procedures
- reading and interpreting relevant instructions, procedures, information and labels
- reporting and/or rectifying identified problems, faults or malfunctions in accordance with workplace procedures
- selecting and using relevant equipment and food stock when operating an on-train buffet car
- serving customers in accordance with health, hygiene and workplace procedures
- working collaboratively with others when operating an on-train buffet car
- working systematically with required attention to detail without injury to self or others, or damage to goods or equipment.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of

the requirements of the elements and performance criteria and include knowledge of:

- applicable state/territory legislated rail safety requirements, codes of practice and/or health and hygiene guidelines
- communication and negotiation requirements when operating an on-train buffet car
- documentation and record requirements
- equipment, and materials used when operating an on-train buffet car, and health/hygiene precautions and procedures that should be followed in their use
- problems that may occur when operating an on-train buffet car and appropriate action that can be taken to resolve these problems
- relevant work health and safety (WHS)/occupational health and safety (OHS) and environmental protection procedures and guidelines
- relevant products, pricing structures, consumer laws and trade practice requirements
- workplace health and hygiene procedures and standards for operating an on-train buffet car.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations or, where this is not available, in simulated workplace operational situations that replicate rail workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include:

- a range of relevant exercises, case studies and/or simulations
- relevant and appropriate materials, tools, equipment and personal protective equipment (PPE) currently used in industry
- applicable documentation, including workplace procedures, regulations, codes of practice, operation manuals, health and hygiene standards.

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